

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 1 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

1 PURPOSE

The purpose of this work instruction is to define the process for planning, facilitating, and conducting the Customer Service Project Review (CSPR) meeting.

2 SCOPE

This document applies to individuals that plan, facilitate, and conduct the CSPR meetings in support of the Headquarters Information Technology Support Services (HITSS) contract.

3 DEFINITIONS

3.1 Customer Service Project Review (CSPR)

Bi-weekly meeting hosted by the NASA Headquarters Information Technology and Communications Division (ITCD) and held between NASA Information Technology (IT) Points of Contact (POCs), ITCD Customer Services Branch, HITSS Customer Service, HITSS Customer Support, and the Outsourcing Desktop Initiative for NASA (ODIN) teams to ensure all parties are effectively communicating actions that have been taken or need to be taken to fulfill the requirements of the customer and the contract(s).

4 RESPONSIBILITIES

4.1 HITSS Administrative Assistant (AA)

Within this process the AA is responsible for the following activities:

- Creating an Outlook Meeting Invitation
- Reserving the Conference Room
- Preparing WebEx
- Providing teleconference information
- Presenting and storing the CSPR PowerPoint presentation

4.2 HITSS Customer Service Manager

Within this process the HITSS Customer Service Manager is responsible for the following:

- Compiling data for the CSPR PowerPoint presentation
- Documenting CSPR meeting minutes
- Tracking CSPR action items

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 2 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

4.3 HITSS Customer Support Manager

Within this process the HITSS Customer Support Manager is responsible for the following:

- Reviewing the CSPR PowerPoint presentation
- Distributing the CSPR PowerPoint presentation to the ITCD Customer Services Manager and the ITCD Customer Services Branch Chief
- Distributing the finalized CSPR PowerPoint presentation and an event reminder to CSPR invitees
- Distributing the CSPR meeting minutes to the ITCD Customer Services Manager and the ITCD Customer Services Branch Chief
- Distributing the finalized CSPR meeting minutes to invitees

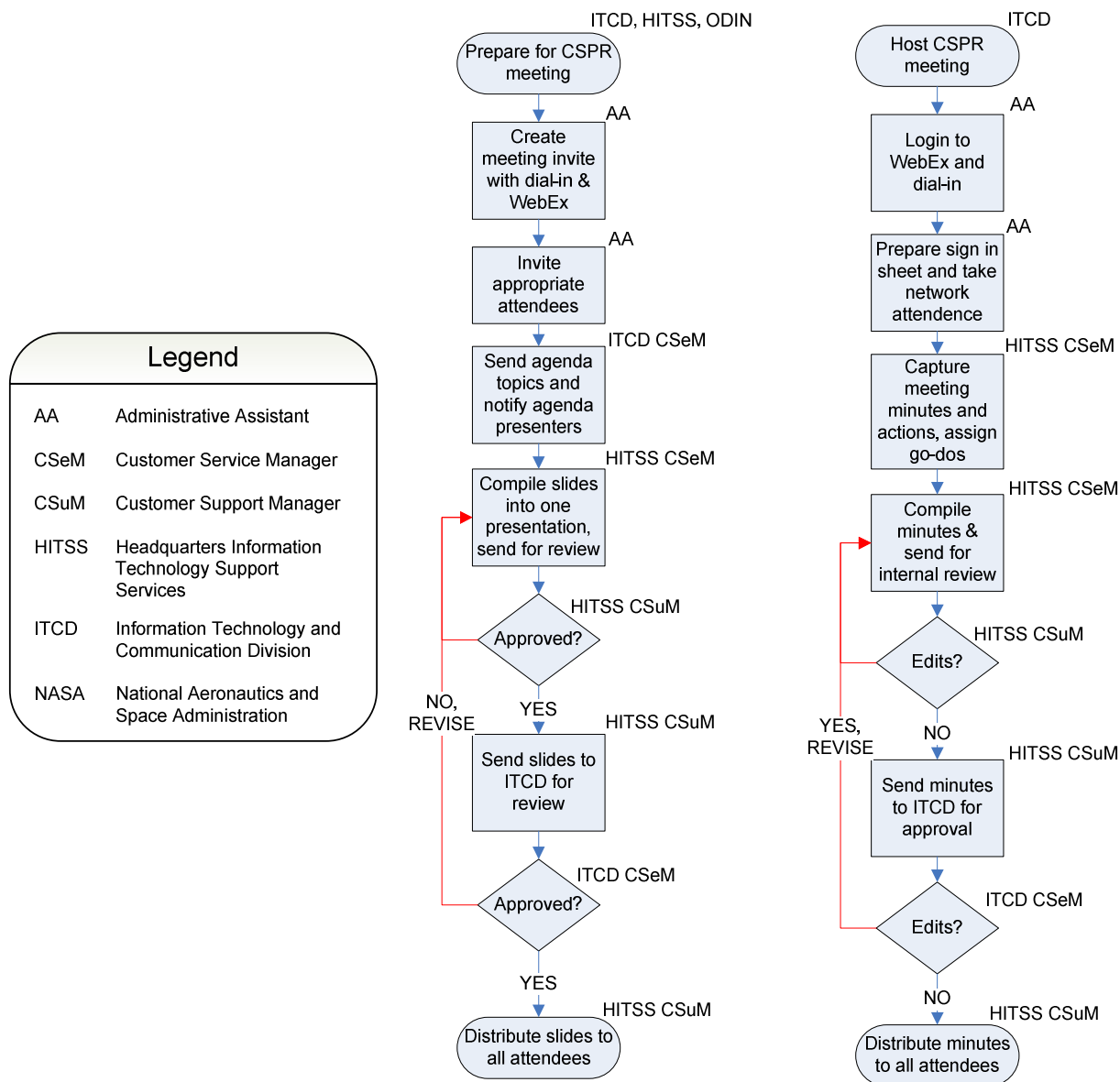
4.4 ITCD Customer Services Manager and ITCD Customer Services Branch Chief

Within this process the ITCD Customer Services Manager and/or ITCD Customer Services Branch Chief is responsible for the following:

- Reviewing and finalizing the CSPR PowerPoint presentation
- Returning edits on the CSPR PowerPoint presentation to the HITSS Customer Support Manager
- Returning concurrence to distribute the CSPR PowerPoint presentation to the HITSS Customer Support Manager
- Reviewing and finalizing the CSPR meeting minutes
- Returning edits on the CSPR meeting minutes to the HITSS Customer Support Manager
- Returning concurrence to distribute the CSPR meeting minutes to the HITSS Customer Support Manager

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 3 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

5 FLOWCHART



Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 4 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

6 PROCEDURE

6.1 Prepare for CSPR Meeting

6.1.1 Create Meeting Invite

The HITSS Administrative Assistant (AA) schedules the CSPR meetings in the Facilities Help Desk System (FHDS). The AA also creates the meeting in WebEx and the teleconference participant information. When all logistics are confirmed the AA sends the participants an Outlook meeting invitation. The following parties are invited:

- HQ-DL-ITPOC
- HQ-DL-IT-CD
- hitss-customerservice@lists.hq.nasa.gov

6.1.2 Compile Slides

The HITSS Customer Service Manager receives approved agenda topics from CSPR meeting owner, ITCD Customer Services Manager, or their backup, and the ITCD Customer Services Branch Chief.

ITCD Customer Services Manager will also send out e-mail notification to agenda presenters requesting slides for their agenda item(s). Presenters will be instructed to send the slides to hitss-customerservice@lists.hq.nasa.gov.

HITSS Customer Service Manager compiles all slides into one presentation file, ensuring the content is grammatically correct and is placed into the NASA-branded, Communications Materials Review (CMR) Board approved template.

HITSS Customer Service Manager sends slides to HITSS Customer Support Manager for internal review and approval.

NOTE: The slides are due to the HITSS Customer Service Team by noon the Thursday prior to the CSPR meeting.

NOTE: This template is found at <http://communications.nasa.gov/portal/site/osc/> then click on 'Templates'. At the top of the next page, click on 'Electronic Slide Presentation'. This will download the template to your desktop and you can save it for later use.

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 5 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

6.1.3 Review Slides

The HITSS Customer Support Manager distributes the CSPR PowerPoint presentation to ITCD Customer Services Manager and ITCD Customer Services Branch Chief for review and approval Friday morning prior to the CSPR Meeting. The subject line of the e-mail should read "FOR REVIEW: CSPR Slides for MM/DD/YYYY".

ITCD Customer Services Manager and/or Branch Chief will reply by COB Friday prior to the meeting with edits and/or concurrence to distribute.

6.1.4 Distribute Slides

By COB Monday prior to the meeting, the HITSS Customer Support Manager completes any edits and distributes the finalized slides and a meeting reminder to the following distribution lists:

- HQ-DL-ITPOC
- HQ-DL-IT-CD
- hitss-customerservice@lists.hq.nasa.gov

6.2 Conduct the CSPR Meeting

6.2.1 Prepare the Conference Room

NOTE: Mute the teleconference until meeting start time.

The AA prepares the room by completing the following:

- Log into WebEx and prepare phone for any participant dialing in
- Set out a hard copy of the sign in sheet and pens for attendees
- Take a roll call of remote attendees on the network

6.2.2 Compile Meeting Minutes

The HITSS Customer Service Manager, or designee, will capture discussion, questions, decisions made, and action items, including the responsible party and due dates. Some actions may be designated as "go do's". These are not tracked formally. After the meeting, the Customer Service Manager compiles the meeting minutes, including a list of attendees and action items. The minutes are sent to the HITSS Customer Support Manager for internal review and approval.

The HITSS Customer Support Manager will review and edit minutes, as needed, and send to the ITCD Customer Services Manager and ITCD Customer Services Branch Chief for review and approval.

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 6 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

ITCD Customer Services Manager and/or Branch Chief will review the meeting minutes and provide edits and/or concurrence to distribute.

6.2.3 Distribute Meeting Minutes

The HITSS Customer Support Manger completes any edits and distributes the finalized meeting minutes to the following distribution lists:

- HQ-DL-ITPOC
- HQ-DL-IT-CD
- hitss-customerservice@lists.hq.nasa.gov

7 RECORDS

Record Title	Retention Period	Disposition
CSPR Meeting Slides	Minimum of one year	http://www.hq.nasa.gov/itcd/cspr.html
CSPR Meeting Minutes	Minimum of one year	http://www.hq.nasa.gov/itcd/cspr.html

8 RELATED DOCUMENTS

- **NASA-CS-01-02-01** **CSPR Sign In Template**
- **NASA-CS-01-02-02** **CSPR Action Tracking Template**
- **NASA-CS-01-02-03** **CSPR Participation Instructions Template**
- **NASA-CS-01-02-04** **CSPR Meeting Minutes Template**
- **NASA-CS-01-02-05** **CSPR Meeting Template**

9 REVISION HISTORY

REVISION HISTORY		
Revision	Description of Change	Effective Date
1.0	Original document created to support the CSPR Meeting in support of ITCD, ODIN, and HITSS Customer Service and Customer Support teams.	11/24/2008

Title: Customer Service Project Review (CSPR) Meeting Support Process	Document No. NASA-CS-01-02	Page 7 of 7
	Revision No. 1.0	Revision Date: 11/24/2008
	Responsible Organization: Customer Support	

10 GLOSSARY OF ACRONYMS

Acronym	Description
AA	Administrative Assistant
CMR	Communication Materials Review
CS	Customer Service
CSPR	Customer Service Project Review
FHDS	Facilities Help Desk Support
HITSS	Headquarters Information Technology Support Services
HQ	NASA Headquarters
IT POC	Information Technology Points of Contact
ITCD	NASA HQ Information Technology Communication Division
NASA	National Aeronautics and Space Administration
ODIN	Outsourcing Desktop Initiative for NASA